

REEMPLOYMENT SERVICES PERFORMANCE PLAN PY2004

State: OHIO

Date: November 9, 2004

STATE SPECIFIC PERFORMANCE PLAN

Overview of Activities

Ohio had a very successful PY 2003 and in PY 2004 we will build on those successes.

In PY 2003 Ohio Department of Job & Family Service (ODJFS) workforce development and employment service staff were placed into One Stops and delivery of the UC Reemployment services began transition into the One Stop centers. The last of the former local offices were closed. New claims were taken 100% over the telephone. New in PY 2004 is the benefits delivery system known as Ohio Job Insurance (OJI) which went live on August 17, 2004. The new system when fully activated will be generating more accurate and timely lists of claimant candidates for reemployment services.

In PY 2003 ODJFS customer service representatives were trained and assigned to One Stops in every county to assure the continuation of program services. There are now more than 100 ODJFS staff involved in the execution of the program and coordination through One Stops. We coordinated a significant increase in partner participation involving Veterans representatives, WIA coordinators, One Stop directors, JOBS workers, success coaches and local labor market experts in the reemployment orientations.

As previously reported we increased the number of orientations in Hamilton County, Cuyahoga County, and Franklin County to as many as four orientations per month. In PY 2004 we will continue increasing performance requirements statewide.

Ohio applied for a Reemployment Assessment Grant (REA) for FFY 2005. This grant, if received in the full amount requested, will be used in conjunction with the PY 2004 RES funds to offer more value to our One-Stop Career Center partners and help with the coordination and integration of services.

It would be very helpful for long range planning of the Reemployment Services Program if there was more certainty of the continued annual funding of the program.

Accomplishments / Performance Indicators

In PY 2003 9,211 claimants completed orientation sessions for a 34% increase over PY 2002. Our goal for PY2004 is to service 12,000 claimants through orientation sessions.

In PY2003 over 76% of orientation participants stated the program was extremely or very valuable. Our goal for PY2004 is to achieve 80%.

In PY2004 our goal is to have a higher entered employment rates of individuals who participated in the UC Reemployment program against those who did not participate but were registered in the statewide system. We exceeded this goal in PY2002 and fully expect to exceed the goal in PY2003. The PY2003 numbers will not be available until December 2004.

Through continued and more intensive partnering with our One-Stop partners we will gather more success stories as illustrated below.

Success Story- In October 2003 in Ashtabula County, Sheryl Lynn Noce sat down with the state reemployment facilitator after an orientation and reviewed a job referral. After following up on the job referral that matched her skills, she was hired by the Ashtabula Board of Education within 30 days. This is only one example of the many claimants that are being serviced by this program and the helpful staff involved in it.

Changes Implemented or in Development in PY 2004

In PY 2004, on August 17, 2004 ODJFS implemented its new UI benefit delivery system. With this new system we will be able to more effectively track claimants and staff that are involved in the UC Reemployment program. Training on the system will be provided for all staff, including one-stop center staff, involved in the Reemployment Program. The system will allow us to more effectively select and schedule claimants. With the system roll-out we will implement new forms and policies to assist in steering our program toward a more focused "case work" approach. Both staff and claimants will experience a more customized program within their geographic area and in regards to their specific area of need.

We will monitor and compare the exhaustion rate of UC claimants who participated in the UC Reemployment Program against those who have not.

We continue to promote the increase of One-Stop partner participation in reemployment services.

In PY 2004 we will be bringing in One-Stop partners to sit in on our monthly and quarterly meetings between the State Coordinator, the District Coordinators, and the Local Operations Assistant District Coordinators. These meetings provide a forum for the sharing of information, discussions of program policies and procedures, and the sharing of best practices around the state.

We are reviewing all of the reemployment services materials used by One-Stop staff across the state to insure they are uniform, up-to-date, and relevant to today's unemployment claimants. We will use a greater share of the PY2004 funds for these purposes. In addition to providing better services to claimants, this action will help build stronger partnerships within the One-Stop Career Centers.

Also, in PY 2004 we will be working with Veteran's Services and all other areas of ODJFS that offer services similar to the UC Reemployment Program. We will create a more uniform approach within the orientations to keep from duplicating services, and to provide a more enhanced approach in assisting the claimants return to work in a shorter period of time.